GOVERNMENT OF INDIA
CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:4336
ANSWERED ON:20.04.2000
REVIEW OF WORKING OF CONSUMER COURTS
PAWAN KUMAR BANSAL

Will the Minister of CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether a meeting was recently convened by the President of National Consumer Disputes Redressal Commission (NCDRC) with the Presidents of the State Commissions and Secretaries of the Government in charge of Consumer Affairs to review the working of the Consumer Courts in the country;

(b) if so, the points discussed and decisions taken thereon; and

(c) the progress made in the implementation of the decision taken?

Answer

MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION

(SHRI SRIRAM CHAUHAN)
(a): Yes, Sir.

(b): Various issues were discussed in detail and the recommendations made include:-

(i) The National Commission will exercise its administrative control over the State Commissions.The State Commissions will furnish data regarding disposal of cases by themselves and the District Forums to the National Commission and State/Central Governments.

(ii) The State Commissions will make all efforts to ensure that District Forums function more effectively to deliver quick justice to the consumer grievances.

(iii) Vacancies in the consumer courts be filled up on time and adequate infrastructural facilities be provided by the States and U.T.s.,

(iv) Unnecessary adjournments be avoided, clubbing of cases be adopted for quick disposal and consumers courts to function on all working days,

(v) Members of the consumer courts may be appointed on whole-time basis,

(vi) National Commission/State Commissions will draw up uniform procedure for processing of complaints,

(c) The recommendations of the meeting have been forwarded to the State Governments, etc. for consideration and implementation.